MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2018/2019

TER3161 – ENTERPRISE RESOURCE PLANNING

(All sections / Groups)

17 OCTOBER 2018
9.00 a.m. - 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This examination paper consists of 5 pages including cover page.
2. Answer **ALL FIVE** questions.
3. All questions carry equal marks and the distribution of the marks for each question is given.
4. Write all your answers in the Answer Booklet.

Attempt ALL questions.

QUESTION 1 [10 marks]

Haw Wei Enterprise is a clothing manufacturing company which operates based on four main functional areas i.e. sales, logistics, production and billing. Each functional area has its own legacy system and database to support its business functions and processes. The company has two plants, one in Pulau Pinang and another in Johor to produce the clothes.

a) Give **TWO (2)** examples of business functions for each functional areas. [4 marks]

b) Describe the importance of an Enterprise Resource Planning (ERP) system to a company like Haw Wei Enterprise. [3 marks]

c) The company does not have software and hardware resources to implement an on-premise enterprise resource planning (ERP) system. Explain why a cloud ERP is more suitable for the company. [3 marks]

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QUESTION 2 [10 marks]

Marketing and Sales is the focal point for most businesses. It is responsible to guide the company's key strategies and tactics. Hence, the entire sales process involves a series of steps that require coordination with other functional areas of operations.

a) Describe how an Enterprise Resource Planning (ERP) system can keep track of sales order. [2 marks]

b) Figure 1 shows document numbers for Firma Berlin's sales order in the database. Explain the status of the order based on the electronic data trail. [4 marks]

Document Flow

Status overview | Display document | Service documents

Business partner 0000001000 Firma Berlin bbc

Document	Quantity	Unit	Ref. value	Currency	On	Status
Standard Order 0000014105 / 10	5	PC	967,50	USD	21.09.2017	Completed
Delivery 0080015491 / 10	5	PC			21.09.2017	Completed
WMS transfer order 0000004912 / 1	5	PC			21.09.2017	Completed
GD goods issue:delvy 9994302043 / 1	5	PC	0,00	EUR	21.09.2017	complete
Invoice (F2) 0090036569 / 10	5	PC	750,00	EUR	21.09.2017	
Invoice Cancellation 0090036570 / 10	5	PC	750,00	EUR	21.09.2017	
Invoice (F2) 0090036571 / 10	5	PC	750,00	EUR	21.09.2017	Open

Figure 1

c) Explain how an electronic audit trail can support customer relationship management. [4 marks]

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QUESTION 3 [10 marks]

a) Table 1 shows the Sales and Operations Plan for Haywood Sdn. Bhd. from June to October 2018. Calculate the utilisation for June and October 2018 to determine the company's capacity to meet the production plan. [2 marks]

Table 1

	June	July	August	Sept	October
Sales Forecast	5250	5000	5988	5300	5350
Production Plan	6200	5000	5988	5300	5350
Inventory	524	100	100	100	100
Working days	22	20	22	21	23
Capacity (shipping cases)	7333	6667	7333	7000	7667

b) Describe **FOUR (4)** ways in which ERP systems can prevent corporate fraud and abuse. [4 marks]

c) In order to successfully implement an enterprise resource planning (ERP) system, describe **FOUR (4)** critical success factors which Haywood Sdn. Bhd. needs to consider. [4 marks]

QUESTION 4 [10 marks]

Suppose you are the manager of Haw Wei Enterprise's Human Resources department.

a) Give examples of **FOUR (4)** human resources information you think you would need to effectively manage the Accounting and Finance employees of the company. [2 marks]

b) A typical recruiting process involves interaction with potential job candidates. Identify problems in the process that might lead a candidate to develop a negative opinion of the company. How might an effective information system reduce the possibility of these problems occurring? [3 marks]

c) You are required to evaluate the value of the Human Resources Department business processes.

i. Describe a technique which can be used to perform the evaluation. [1 mark]

ii. Your findings revealed that the business processes of the department need to be improved. Give **FOUR (4)** concepts that can be used to improve the processes. [4 marks]

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QUESTION 5 [10 marks]

a) Inaccurate accounting data resulting from an unintegrated information system can cause problems when a company is making operational decisions. Explain **TWO (2)** main reasons for inaccurate and incomplete accounting data. [2 marks]

b) Number of tools that provide customer relationship management exist within an ERP system. Explain **TWO (2)** of these tools. [2 marks]

c) Illustrate the ERP implementation life cycle using a diagram. [5 marks]

d) In order to implement an ERP system, business process reengineering is common. Describe the reengineering required. [1 mark]

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